

Connecting Veterans to Telehealth Care

Many Veterans are turning to telehealth to access care from the U.S. Department of Veterans Affairs. But for Veterans living in rural areas or for those that may have limited broadband connectivity, VA telehealth services can be difficult to access. That's why VA is working to **bridge this digital divide** and ensure that all Veterans can access VA telehealth care.



Digital Divide Consult

If you would benefit from video telehealth services but don't have internet access or a video-capable device, the VA's Digital Divide Consult can help. Through the Digital Divide Consult, your VA provider can refer you to a VA social worker who can determine your eligibility for programs to help you get the internet service or technology needed for VA telehealth. For more information about the Digital Divide Consult, talk to your VA provider.



VA Internet-Connected Devices

If you don't have a device with internet access, VA can lend you an internet-connected iPad so you can reach your VA care team through telehealth. The Digital Divide Consult can help determine if you are eligible.

If you participate in the U.S. Department of Housing and Urban Development – VA Supportive Housing Program, you can receive a smartphone for telehealth care if you don't have a mobile phone.



15%

**of Veteran households
do not have an
internet connection.**

*Federal Communications
Commission, 2019*



Free Mobile Connectivity for Telehealth

SafeLink by TracFone, T-Mobile, and Verizon enable Veteran subscribers to use VA Video Connect without data charges while on their networks. This gives you easy access to your VA care team without having to worry about data fees.

Contact your cellular data service provider for more information. To learn more about VA Video Connect, visit mobile.va.gov/app/va-video-connect.



Telehealth Sites in Your Community

Through the Accessing Telehealth through Local Area Stations (ATLAS) program, VA and its partners are offering comfortable, private spaces at select locations for Veterans to have video appointments with VA providers. VA has teamed up with public and private organizations including **The American Legion, Veterans of Foreign Wars, Philips, and Walmart** to bring telehealth to locations in communities across the country. To see if there is an ATLAS site near you, visit connectedcare.va.gov/partners/atlas.



Broadband and Digital Skills Programs in Rural Areas

VA is partnering with Microsoft's Airband Initiative to establish or enhance broadband connectivity in select rural areas. The Airband Initiative also offers free digital skills classes to Veterans. To learn more about Microsoft Airband, visit microsoft.com/corporate-responsibility/airband.



Internet and Phone Service Discounts

The Federal Communications Commission's Lifeline program subsidizes the cost of home broadband and phone service. Many Veterans are eligible for FCC Lifeline benefits, including Veterans with lower incomes and Veterans who participate in the following federal programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit
- Tribal programs and residents of federally recognized tribal lands

To see if you qualify, call **800-234-9473** between 9 a.m. – 9 p.m. Eastern or visit lifelinesupport.org.

Speak with your VA provider to see if VA telehealth is a good fit for your care needs. To learn more, visit telehealth.va.gov.



VA Telehealth

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care